

CONSTRUCTIVE COUNSELING TIPS FOR CONDUCT MANAGEMENT

SETTING THE CLIMATE FOR CONSTRUCTIVE CRITICISM:

1. Make sure employee understands the rules.
2. Make sure you model the behavior you expect of your subordinates.
3. Admit your own errors, but only when you make them.
4. Use authority carefully and sparingly.
5. Display positive confidence in your group. Remember to give credit where due.
6. Establish clear performance standards.
7. Enforce rules consistently.
8. Make discipline fit.
9. Make discipline corrective; not punitive.
10. Handle situations when they first arise.

WHAT TO AVOID	WHAT TO DO
Sarcasm	Consider feelings of others.
Loss of temper	Cool down; analyze each situation.
Humiliating an employee	Show confidence in the employee's ability to make necessary changes.
Profanity	Carefully explain the nature of the violation and the correction expected.
Public criticism	Always criticize in private.
Threats and bluffs	Outline specific consequences of future violation, and follow through.
Showing favoritism	Give every employee fair treatment.
Delay tactics	Give prompt attention to violations.
Unduly harsh penalties	Define objectives of disciplinary action.
Inconsistent enforcement	Deal promptly with all violations of rules.